

Privacy Data Sheet

Distributed Denial of Service Mitigation Service or Lumen® DDoS HyperSM (“Service”)

This Privacy Data Sheet describes the processing of personal data by Distributed Denial of Service Mitigation Service or DDoS Hyper (“Service”).

The Service is provided directly by Lumen to its customers (“Customers”) for use by Customer and Customer’s end users (each an “End User”). Lumen may process personal data Customers provide in the course of providing the Service regarding Customer and Customer’s End Users.

Types of End User personal data

End User personal data may include (Lumen does not link this information to an individual):

- IPv4 and IPv6 addresses
- URLs
- NetFlow data -- if flow-based monitoring is purchased
- If traffic is not encrypted the Service will briefly inspect the contents of the packet for signs of protocol misuse. The DDoS platform does not retain packet content data beyond packet inspection

Purpose of processing

Necessary to provide Service & Troubleshooting

Authorized personnel with access (and reasons)

- **Lumen:** Troubleshoot and support Service
- **Customer:** Through Control Center Customer Portal with access limited to only that Customer’s End User data
- **NETSCOUT:** Troubleshoot and support Service (under supervision of Lumen Security Operations Center)

Retention periods

- Rolling 90 days for alerts
- Records of mitigations that contain IP addresses may be retained for the duration of Service to Customer
- All other Customer data is deleted after Customer terminates contract

Transfers of personal data across borders

Lumen uses Standard Contractual Clauses to transfer personal data outside the European Economic Area to countries that have not received a determination of adequacy from the European Commission.

Locations where personal data is processed and stored

Organizations with authorized access to consumer data	Storage location	Access location
Lumen personnel Customer NETSCOUT personnel	<u>North America</u> Colorado, USA Georgia, USA	<u>APAC</u> Hong Kong India Singapore Australia <u>Europe</u> France Germany Netherlands United Kingdom <u>North America</u> Arizona, USA California, USA Colorado, USA Illinois, USA Minnesota, USA New York, USA Texas, USA <u>South America</u> Argentina <u>Or</u> Lumen and Customer Personnel: Authorized personnel located anywhere with secure internet access

Sub-processors used (third party suppliers)

Lumen may share personal data described in this Privacy Data Sheet with Lumen affiliates and suppliers. Lumen uses the following third-party suppliers who also process personal data to provide the Service to Customers and their End Users.

Third-party suppliers	Country	Supplier's privacy statement
NETSCOUT	Austria, Czech Republic, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden, United Kingdom, United States	Privacy Policy